

SECTION C

DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C.1 DESIRED OBJECTIVES

C.1.1 The Contractor shall provide commercial laundry and decontamination services for government owned protective clothing, non-regulated items, and respirator face pieces.

C.1.2 The Contractor will pick-up and deliver at the various users' locations on the Hanford Site. Such pick-up and delivery shall be on a continuous Site workday basis with no interruption.

C.1.3 The Contractor is customer service oriented and responsive to the needs of DOE and designated Hanford Site Contractors.

C.1.4 Radiological protective clothing will be properly segregated and monitored to ensure no cross contamination occurs, and associated documentation will be properly maintained.

C.2 DEFINITIONS

Area Physical Security Representative (APSR): Hanford Site security employee will assist the Contractor in handling Hanford Site security keys and security badges.

Closed Loop System (CLS): A CLS is an area, organization or facility where the regulated, non-regulated laundry and respirator face pieces are picked up and returned. Each CLS may have multiple pick-up points or be a single pick-up point. The CLS will own the radiological protective clothing, non-regulated items, and respirator face pieces; and be responsible for purchasing replacements. The typical CLS will require all three services, but some CLSs will only require partial service.

Contingency Plan: A formal plan that will describe how the Contractor will provide laundry and respirator cleaning services, if the normal facility is not able to function for some reason (for example, if the electricity, water, or ventilation systems become inoperable). In addition, the Contingency Plan shall demonstrate how the Contractor will provide backup for operational radiological monitoring equipment to minimize the effects of downtime.

Non-regulated: Clothing and other items that are not used with radioactive material or in a radiological work area. The non-regulated clothing and bath towels will normally be made of 100% cotton, cotton /polyester blend, rubber, Indura and/or a Nomax blend that is flame-retardant. Some clothing will have colored collars to depict sizes using *yellow for extra small, blue for small, green for medium, red for large, brown for extra large, orange for 2X extra large; and white for 3X extra large*. Some clothing will have the size written on the left breast pocket. The following are the primary non-regulated items used on the Hanford Site:

Blue coveralls used commonly on Hanford Site for work clothing, have various sizes, have short and long sleeves, and are made of cotton or polyester blend material.

Gray coveralls used in some CLSs are cotton or polyester blend material, come in various sizes, and have short and long sleeves.

Green coveralls made of polyester blend material, identify clothing used at 331 building for special tasks / projects by Pacific Northwest National Laboratories (PNNL), and have various sizes with size written over left breast pocket.

Brown coveralls used to identify Flame resistant cotton Indura fabric are long sleeve only and will require special washing.

Flame Resistant blue coveralls, tan or blue shirts, and blue pants are made of cotton Indura fabric, will have individual names on the items, and will need to be delivered back to the facility where the individual works. A list of individual names and CLS assignment will be provided by the Contracting Officer's Representative (COR) or Technical Monitor (TM) and periodically updated.

Blue laboratory coats made of polyester blend material are used in some CLSs.

Green canvas shoe covers are used at 331 building PNNL.

Black or Green rubber shoes are used at 331 building PNNL.

Brown winter coat, coveralls or bib pants are mostly carhart type but may be other brands or colors used at some CLSs.

Dust and wet mop heads come from various CLSs.

Floor runner / door entrance throw rugs (with backing) are used by some CLSs.

Gray coveralls, hoods, canvas boots that are used for radioactive training only have colored collars for sizes. The Hammer training facility is the only CLS that provides this type of laundry in tubs.

Bath towels may be various colors, but mostly white.

Towel rags are mainly bath towels that cannot be used for showers any longer. (e.g., too stained or too small)

Modesty clothing (e.g., shorts and tee shirts some surgical type clothing) may show up infrequently.

Quality Assurance (QA) Plan: A formal plan that documents the Contractor's methods to ensure quality control and that the work is completed in accordance with the requirements of this Contract. Radiological monitoring and equipment calibration are key elements. The Offeror's QA Plan should generally meet the requirements of International Organization for Standardization 9000 (ISO) or equivalent.

Radiological Control Technician (RCT): A Hanford Site person that has been properly trained and qualified to monitor radioactivity. The RCT will accompany the pick up and delivery of regulated RPC to assist the driver in and out of radiological areas. Sometimes called a Health Physics Technician (HPT).

Regulated: Radiological protective clothing (RPC) used while working with radioactive material or in a radiological work area. The Hanford Site RPC is normally comprised of 100% cotton, cotton/polyester blends, Gortex, rubber, Indura and or Nomax (flame-retardant material), and Frham Tex-II (breathable, cool) work coverall. The following are the primary RPC used on the Hanford Site:

Cotton surgeon caps are white and one size fits all.

Cotton hoods are white and yellow colors, and one size fits all.

Polyester blend or cotton coveralls are white or yellow, and sizes are color coded on the collars.

Canvas glove have sizes indicated by color - magenta or green for small, yellow for medium and orange for extra large.

Canvas shoe covers are white or yellow, and one size fits all.

Canvas boots are white or yellow, and one size fits all.

Rubber shoes are black with white or yellow spot on the toe, and with sizes small, medium, large and extra large.

Yellow or white laboratory coats are made of polyester blend and cotton, and with sizes on the left breast.

Cotton hoods are red color to identify Indura, flame resistant clothing, and one size fits all.

Cotton Indura flame resistant coveralls are red color, sizes are color coded on the collars.

Canvas boots are red color to identify Indura flame resistant clothing, and one size fits all.

Respirator face pieces: Respirator face pieces are used in chemical and radiological work areas for protection and are sometimes called masks. The following are the primary respirator face pieces used on the Hanford Site:

Scott

Scott-O-Vista, Comfort Seal, EPDM or silicone

Scott-AV-2000, Comfort Seal, EPDM or silicone

Scott-AV-3000, Comfort Seal EPDM or silicone

All Scott respirator face piece sizes are Small, Large or Extra-large

MSA

Advantage 200 LS ½ mask, Hycar or silicone

Advantage 1000 LS mask, Hycar or silicone

Advantage 3200 LS mask, Hycar or silicone

Ultra-Twin mask, Hycar or silicone

Ultra-View mask, Hycar or silicone

All MSA respirator face piece sizes are Small, Medium or Large

3M

6000 series mask

7500 series mask

3M respirator face pieces are Small, Medium or Large

Avon

FM-12 mask

Avon respirator face piece sizes are 1, 2 or 3.

Security Plan: A formal plan that describes how the Contractor will provide security for the government owned property during transport and within their facility to include potential loss from fire, theft, etc.

Transportation support person: A Hanford Site person that will assist with offsite radioactive material shipments. Also referred to as a “shipper.”

C.3 GENERAL REQUIREMENTS

C.3.1 The Contractor shall provide all personnel, equipment, tools, materials, supervision, transportation, and other items and services necessary to perform wet wash laundry and decontamination services for regulated RPC, non-regulated items, and respirator face pieces in support of the Department of Energy: Richland Operations Office (RL), Office of River Protection (ORP), and designated Hanford Site contractors.

C.3.2 The Contractor shall use commercial nuclear laundry practices while processing the Hanford Site regulated RPC. The non-regulated processing shall meet normal commercial laundry practices. The respirator face pieces are required to be cleaned to manufacturer’s specifications.

C.3.3 This service requires the processing of each Closed Loop System (CLS) separately to prevent cross contamination of the various loops or loss of inventory. **Attachment 2** provides a list of the CLS’s and the pick-up/delivery schedule. The schedule provides for geographic pick up and delivery once per week, excluding holidays. Fridays are a “catch up” day for any holidays or non-scheduled service. Approximately 1/3 of the CLSs are on a “will call” basis. Those “will call” CLSs are required to give the Contractor at least 24 hours notice to be added to the scheduled pick-up day for that geographical area.

C.3.4 The Contractor shall possess and maintain the ability to provide laundry and decontamination services in compliance with all applicable federal, state and local laws and regulations. The Contractor is responsible for obtaining and operating in compliance with all permit and licensing requirements.

C.3.5 Material Safety Data Sheets (MSDS) for each chemical used in the cleaning process shall be provided to the COR or TM. The Contractor shall assure adequate laundering methods are used to minimize allergic reactions to cleaning chemical residues. Any changes to the chemicals used for processing laundry shall be provided to the COR or TM no later than 10 calendar days before implementation.

C.3.6 Flame retardant items may require special processing to preserve the retardant capability. If a new type of material is added to the service requirements, the CO, COR or TM will notify the Contractor in writing before implementation.

C.3.7 Regulated RPC shall not be processed in the same equipment as non-regulated items or in any way commingled or mixed with non-regulated items.

C.3.8 The Contractor will perform mending of usable garments including replacing Velcro; patching and repairing fabric tears. The Contractor will bill for actual time spent on mending that has been accumulated for the month. This mending shall only be completed on garments when the Contractor determines that it is economically feasible and the garment can still be used for its intended purpose. For purposes of this clause, economically feasible means that items have several washings left or are in near new condition, and the cost of repair does not exceed approximately 50% of the item's initial cost. All unrepairable items will be segregated, bagged, tagged, and returned in clean condition to the originating CLS. Any regulated items will be returned to the CLS in a *yellow* 10 mil., plastic bag with "Caution Radioactive Material" imprinted on the bag.

C.3.9 Apparel may contain miscellaneous government and/or personnel items such as: keys, dosimeter, badges, pens, pencils, etc. The Contractor shall secure all government keys, badges and dosimeters and notify the APSR for disposition. All other items may be returned directly to the CLS. Items found in pockets, RPC that exceeds the release limit, other RPC (e.g., damaged), non-regulated items, and respirator face pieces that are damaged beyond repair will be properly tagged and shipped back to the individual CLS, unless otherwise directed by the CO. These items shall be placed in a plastic bag and the contents listed on an attached tag or on the outside of the bag.

C.3.10 For all regulated RPC, non-regulated items, and unusable face pieces; the Contractor will provide a tag that is easily identifiable and readable to the CLS. Clean laundry being returned to the CLS's from the Contractor will require a tag on each bag. This tag will also be used to identify laundry bags that hold items that need repairs or are unusable. The Contractor will provide all materials and labor necessary to complete the tag information and attach it to the bag. The information on the tag shall be as follows:

- o CLS name
- o Type of item (i.e., coveralls, lab coats, etc.)
- o Size of item (i.e. XXL, Large, Small, etc.)
- o Coveralls sleeve length (i.e., long or short etc.)
- o Other information, if directed by the CO

C.4 TECHNICAL REQUIREMENTS FOR REGULATED RPC:

C.4.1 Each CLS will identify the monitoring program(s) required for their RPC. The monitoring programs are Monitor Program 1, beta gamma monitoring only, Monitor Program 2, alpha monitoring only, Monitor Program 3, both alpha and beta gamma monitoring. The Contractor shall maintain operational backup monitoring equipment to meet the requirements of this SOW, as defined by the Contingency Plan.

C.4.2 The Contractor will periodically calibrate the RPC monitoring instrumentation using the following types of sources:

Beta/Gamma calibrations are performed with Cs-137 sources and Alpha calibrations are performed with Am-241 or Pu-239 sources.

C.4.3 Monitor Program 1 requires the finished beta-gamma product to meet the following limits for release back to the CLS user:

Less than (<) 10,000 dpm/100 cm² beta-gamma total radioactivity assured by a 100% monitoring at the 95 confidence level. Less than 1,000 dpm/100 cm² beta-gamma removable.

C.4.4 Monitor Program 2 requires the finished alpha product to meet the following limits for release back to the CLS user:

Less than 1,000dpm/100 cm² alpha total radioactivity, assured by 100% monitoring at 95% confidence level. Less than 20 dpm/100 cm² alpha removable.

C.4.5 Monitor Program 3 requires the finished product to meet both 3.3 and 3.4 requirements.

C.4.6 The finished product shall be dry, turned right side out, folded, and bagged in the following quantities:

C.4.6.1 Hoods 100 each to a bag, canvas gloves 175 pair to a bag by size, rubber shoes 35 pair to a bag by size, canvas boots 100 pair to a bag, 15 pair of rubber boots to a bag by size, 24 laboratory coats to a bag by size, and 15 pair of coveralls to a bag by size. Folding is only required for laboratory coats and coveralls.

C.4.6.2 Laundry bags (white color) and cords to fasten the bags will be obtained by the Contractor and the cost covered by DOE, or otherwise provided by DOE. Bags for regulated items will have the words "Caution, Radioactive Material" stenciled or printed on each bag. Laundry bags for the Plutonium Finishing Plant (PFP) will not have metal grommets. A 2-3 month inventory of RPC laundry bags will be maintained by the Contractor.

C.4.7 Any radioactive RPC laundry received at the Contractor's facility shall be:

Less than 10 mrem /hr on the external of each bag (contact reading) and less than 100,000 dpm/100 cm² total alpha contamination on any article of clothing. The external of each bag shall have less than 1,000dpm/100 cm² beta-gamma and 20dpm/100 cm² alpha removable contamination.

In the unlikely event that RPC laundry exceeds this limitation, the Contractor shall immediately notify the COR or TM.

C.5 TECHNICAL REQUIREMENTS FOR NON-REGULATED LAUNDRY:

C.5.1 The finished product shall be dry, right side out, folded, and bagged (except for plastic containers used for Hammer facility). Towels will be folded and bundled (12 to a bundle) and 3 bundles to a bag. Rags and mops will not be folded. Coverall bags will have 15 pair all of the same size, rags shall have 40 each to a bag, and lab coats shall have 24 each to a bag by size. If the quantities indicated are not available then the final bag can have the odd items placed in it with the quantity noted on the tag. Laundry bags (any color, excluding white or yellow) and cords to fasten the bags will be obtained by the Contractor and the cost covered by DOE, or otherwise provided by DOE. A 2-3 month inventory of laundry bags will be maintained by the Contractor.

C.6 TECHNICAL REQUIREMENTS FOR RESPIRATOR FACE PIECES:

C.6.1 The Contractor shall decontaminate, clean, test, inspect, repair (as required), disinfect, and bag all respirator face pieces. Respirator face piece services shall be in accordance with Occupational, Safety, and Health Administration (OSHA) requirements 29 CFR 1910.134, and American National Standards Institute (ANSI) Standard Z88.2.

C.6.2 The Contractor shall protect respirator face pieces from excessive heat, extreme cold, excessive moisture, damaging chemicals, physical damage, dust, and prolonged exposure to sunlight. Face piece containers will be secured during transportation.

C.6.3 All cleaned respirators shall be tested for leaks to verify they are serviceable. This testing must be completed on a machine equivalent in capability to the Q-127 leak tester.

C.6.4 All necessary repairs shall be made to keep each respirator face piece in a usable condition as defined by ANSI Standard Z88.2. Spare parts shall be obtained from usable respirator face pieces leftover from respirators determined to be unserviceable. When insufficient spare parts are not available, they will be obtained by DOE or Site contractor upon a timely advance request from the Contractor.

C.6.5 After final inspection, the respirator face piece shall be sealed in individual *clear* plastic bags. The bag shall be, as a minimum, 10mil. in thickness.

C.6.6 The individual bags will need to be placed in a cardboard box for storage and shipment. The MSA Ultra Twin Air Purifying Respirator (APR) face pieces shall have 12 bags to a sealed box. The MSA Ultra-Vue Powered Air Purifier Respirator face piece (PAPR) shall be boxed 6 to a box. MSA ½ face respirator face pieces shall have 16 to a box.

C.6.7 All Scott respirator face pieces shall have 8 to a box. The boxes shall be labeled to indicate the name, type and size of respirator face pieces within. (Example: MSA, Ultra-Twin, Full face APR, Large). The Scott AV-3000 uses a removable head harness. These respirator face pieces should be packaged without a head harness "For Mask Fit Only." The head harnesses will be placed in a separate plastic bag by size. These respirator face pieces will be returned to all of the CLS's in their regular configuration.

C.6.8 If there are any other special boxing instructions for other types of face pieces, such instructions will come from the CO.

C.6.9 Removable nose cups shall be cleaned and bagged. There shall be 12 nose cups to a bag for return to the CLS from which they were received. The nose cups do not need to be reinstalled in the respirator face pieces, unless instructed to do so by the CO.

C.6.10 The Contractor provides the plastic bags and cardboard boxes to hold the respirator face pieces and ancillary items.

C.6.11 Filter cartridges received by the Contractor from the CLS shall be removed in the respirator face piece cleaning process. All cartridges are to be separately bagged and returned to the CLS from which they were received.

C.6.12 Those individuals assigned to decontaminate, disassemble, clean, inspect, repair, test, reassemble and package the respirator face pieces shall be certified by each respirator face piece manufacturer. This training must be documented and a copy retained for each individual. If additional respirator face piece manufacturers are selected for use in the Hanford Site respiratory program, DOE will notify the Contractor 30 days in advance of implementation.

C.6.13 The DOE and its contractors will use best efforts to ensure that respirator face pieces are not contaminated. In the rare event that respirator face pieces are identified as potentially contaminated with radionuclides, these face pieces will be packaged separately and identified with a radioactive label. The Contractor shall decontaminate these respirator face pieces in a separate decontamination process from the non-contaminated respirator face pieces. The Contractor shall prepare a summary of minimum detection limits for monitoring equipment used for monitoring the respirator face pieces under this SOW. The summary shall be submitted to the COR or TM within 30 days of any change in the minimum detection limits.

C.6.13.1 The release criteria for the respirator face pieces is as follows:

Less than 5,000 dpm/100 cm² beta-gamma total radioactivity assured by 100% monitoring at the 95% confidence level. Less than 1,000 dpm/100 cm² beta-gamma removable.

Less than 100 dpm/100 cm² alpha total radioactivity assured by 100% monitoring at a 95% confidence level. Less than 20 dpm/100 cm² alpha removable

C.6.13.2 If respirator face pieces pass the release requirements listed on the above table, they must then pass through the same cleaning process as the non-contaminated respirator face pieces. If the respirator face pieces cannot be decontaminated to meet the release criteria above, they shall be packaged separately, condition noted, and returned to the CLS from which they were received

C.6.13.3 Other respirator face pieces that have been used in the application of pesticides, herbicides, handling of other chemical agents, asbestos, or lead will also require cleaning. Potentially chemical, asbestos, or lead contaminated respirator face pieces will be segregated, tagged to identify the potential contaminant, and placed in double bags at the CLS. The inner bag will be a water-soluble polyvinyl acetate bag. The outer bag will be, as a minimum, 10 mil. in thickness and be provided by the CLS.

C.7 TRANSPORTATION

C.7.1 The Contractor shall be responsible for transporting RPC, non-regulated items, and respirators in a safe and secure manner. The Contractor shall provide and be responsible for the containers, equipment, and vehicles used to transport the laundry service items. The Contractor's drivers are responsible for loading and unloading the laundry service items.

C.7.2 Regulated and non-regulated items shall be transported in separate vehicles, according to the schedule provided in **Attachment 2**. The Contractor shall pick-up and deliver all shipments between the hours of 8:00 a.m. and 3:00 p.m. local time (except site-closure holidays). On an infrequent basis, a CLS may require a change in their scheduled service frequencies, and approval from the CO must be secured. The CO or designee will coordinate the change with the Contractor.

C.7.3 It shall be the Contractor's responsibility to ensure that the vehicles used are appropriate for safely transporting these items and comply with applicable U.S. Department of Transportation regulations. In the event of a vehicle accident, the contractor's driver shall notify the Benton County Sheriff office, COR or TM (or CO designee) and appropriate local emergency management officials.

C.7.4 The Contractor's drivers shall obtain a Department of Transportation Commercial Drivers License (CDL) at no cost to DOE. Contractor's drivers must also obtain a Department of Energy security badge in order to be permitted on the Hanford Site and into Hanford facilities. Each driver will also be required to take Hanford Employee General Training (HGET) and specific training needed to enter the various facilities on the Hanford Site in compliance with HNF-5173, 6-1. DOE will reimburse the Contractor or otherwise pay the cost for the badge processing, HGET, and facility orientation training cost, excluding the Contractor's staff time.

C.7.5 All RPC will be collected at the CLSs and available at the designated pick-up point to be serviced. Each bag will be less than 50 pounds. The CLS will tag each bag to identify the CLS, list radiation levels, and provide initials of the surveying radioactive control technician (RCT). A routine radiation shipment record (RRSR – "blue card") will be prepared at each CLS that has RPC. Bags will contain a mixture of types of RPC, but will not have mixed RPC and non-regulated clothing.

C.7.6 When arriving on the Hanford Site, all vehicles transporting regulated deliveries/pickups must stop at 2355 Stevens to verify shipping documents and vehicle status. Upon approval of the Hanford Site Traffic Department, the driver may then proceed. As the driver leaves the Hanford Site, a stop must be made again at the 2355 Stevens office. This requirement may be modified by written direction from CO.

C.7.7 The Hanford Site contractor will provide a RCT to support the RPC truck each day. This support will be provided for pick-up and delivery on both a scheduled and as needed basis, per Section 7.2 above. The RCT support will aid the driver in entering and exiting radiological areas; insuring the radiation labels are filled out properly; identifying problem areas; and releasing the truck, as necessary, if it needs to enter a radiologically controlled area to pick up RPC.

C.7.8 At the last stop, or a pre-determined location, a transportation support person (shipper) will meet the Contractor's driver and the RCT. The shipper will provide the Radioactive Shipment Record (RSR) for an off site radioactive material shipment. The RCT that accompanies the driver will assist the shipper and survey the truck for release off site. Upon leaving the Hanford Site the Contractor's driver will present the RSR to the Hanford Patrol.

C.7.9 If the Contractor's truck becomes contaminated, the Contractor will be responsible for decontamination. The Contractor will be responsible for securing a documented radioactive release when the truck is emptied at the end of the day.

C.7.10 No RCT or shipper will be required to support the non-regulated clothing / respirator face piece truck. The Contractor's driver(s) will need to meet the same requirements for a DOT-CDL and DOE security clearance (see Section 6.4 above). No radiation release is required for non-regulated items and respirator face pieces.

C.8 RECORDS

C.8.1 All records used to track processed laundry must be:

- o Legible,
- o Clearly labeled and completed in accordance with the SOW,
- o Arranged in a logical, consistent order,
- o Paginated,
- o Single-sided, and
- o Reproducible.

C.8.2 If submitted documentation does not conform to the above criteria, the contractor shall correct the deficiency(s) and resubmit the documentation at no additional cost to DOE.

C.9 DOCUMENTATION.

C.9.1 For delivery to the CLS, the Contractor will need to leave a copy of each shipment record with each CLS delivery point. **Attachment 3** shows an example of a Protective Clothing Service Form listing the types and amounts of each item. This form is an example of a shipment record that may be used or the Contractor may generate a similar form with the approval of the CO.

C.9.2 The Contractor shall document all of the monitoring processes on the regulated RPC. Documents associated with the Hanford Site regulated RPC cleaning and decontamination must be inventoried and accounted for. The Contractor shall be responsible for ensuring that all documents generated are placed in the file for inventory and are available for inspection.

C.9.3 Calibration of monitoring equipment shall be completed in accordance with manufacturers' specifications and recommendations. ANSI Standard N323 must be utilized to meet nuclear requirements for maintenance and calibration frequencies.

C.9.4 Transportation container certification shall be in accordance with the Department of Transportation requirements and shall be documented.

C.9.5 On a monthly basis the Contractor shall provide the COR or TM the following documents:

- o *Summary of weights billed for each line item*
- o *Summary of the number of respirators billed*
- o *Copy of each delivery ticket segregated by CLS*
- o *Copy of any special charges*

C.9.6 The contractor shall maintain controlled access storage to all records of data and other technical information generated in the performance of the services described in this SOW. These records shall be safe and secured in a manner to prevent tampering, and water or fire damage. Upon expiration or termination of this contract, the Contractor will provide all controlled documents to DOE. Controlled documents used by the Contractor include, as a minimum:

- o Calibration and service records for monitoring equipment
- o Monitoring records
- o Disposal of processing waste

C.9.7 All pre-printed forms and logbooks entries shall be signed and dated by the person responsible for the activity at the time it was performed. All logbook entries shall be in chronological order.

C.9.8 All entries in controlled documents shall be made in ink. Corrections to entries shall be made by drawing a single line through the error and entering the correct information. Corrections or additions shall be initialed and dated. No information shall be obliterated or rendered unreadable.

C.10 CONTRACT MANAGEMENT AND DELIVERABLES

C.10.1 The CO or an individual designated by the CO (e.g., COR or TM), will serve as a point of contact for all technically oriented communications associated with this SOW. Submittal of all reports generated through the performance of this SOW shall be made to the COR or TM or the designated authority. In no case, shall reports be released to parties other than DOE or its Hanford Site contractor(s) without the prior written permission of the CO.

C.10.1.1 The Contractor shall appoint a Project/Program Manager (PPM) to oversee the work performed under this SOW. The PPM or designated alternate shall be the point of contact (POC) during normal business hours. (Pacific Standard Time, 7:30 am to 4:00 pm on regular business days, except site-closure holidays). In addition, a POC to address emergency situations during all off-hours shall be provided to the COR or TM. The appointed PPM shall be available to visit the Hanford Site a minimum of once per year or as required by the COR or TM for specific problem resolution. This meeting shall normally be an open forum with the Hanford Site customers and moderated by the COR or TM. Topics for discussion will be current status and performance of both the Contractor and the Hanford Site contractor(s).

C.10.1.2 The Contractor shall notify the CO or designee immediately in the event of the loss of capacity to perform the services required in this SOW. If loss of capacity is due to suspension, revocation, or proceedings against any permits or licenses required under local, state or federal laws; the Contractor will also provide a copy of the notification received from the regulatory agency.

C.10.1.3 The Contractor shall notify the CO or designee immediately in the event that the contractor is placed under investigation or required to take any corrective action by any local, state or federal regulatory agencies.

C.10.1.4 Contractor shall rewash all RPC that fail the first monitoring without additional cost to the government. Items that fail to pass the second monitoring phase shall be bagged, properly tagged, and returned to the CLS user they were received from. The

Contractor will provide the yellow plastic bags (10 mil.) with “Caution Radioactive Material” imprinted on each bag for returning the non-reusable item to the CLS.

C.10.2 The Contractor shall provide the CO or designee with a Contingency Plan prior to commencement of work under this Contract. Updates to the Contingency Plan shall also be provided to the COR or TM on a timely basis.

C.10.3 The Contractor shall provide a Quality Assurance (QA) Plan to the CO or designee prior to commencement of work under this Contract. Updates to the QA Plan shall also be provided to the COR or TM prior to implementation.

C.10.4 The Contractor shall provide a Security Plan within 30 days of commencement of work under this Contract. Updates to the QA Plan shall also be provided to the COR or TM prior to implementation.